

CSTE Certification: A Case Study

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Outline

- *Background*
- *Study Group Comments*
- *The Examination*
- *Conclusions and Recommendations*

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Background

- *Initial Contact*
 - Via NRC collaboration discussions
 - Pursued separately from NRC work
- *My Role*
 - Facilitation
 - **Wrote exam to assess potential**
 - Background expertise

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Background

- *Study Group Composition*
 - 7 Nortel employees (plus me)
 - All with testing experience
- *Exam Day*
 - 28 February 2000
 - 4-part examination
 - **4 Hours long**
 - **Each part independent**
 - **75% pass mark required for each part**

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Study Group Comments

- *Session Format*
 - Group discussions
 - **Sample questions prepared by group members**
 - **supplemented by an occasional short lecture**
 - Reviewed provided study material
 - Facilitator provided re-focus if necessary



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Study Group Comments

- *Advantages*
 - Provided motivation
 - Group interaction at meetings effective
- *Problem Areas*
 - Limited access to recommended study material
 - Difficulties in getting entire group to each session
 - Lack of knowledge of exam format



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The Examination

- ***Combination of multiple choice and short answer***
 - Multiple choice reflected study guide
 - Short answers required actual testing experience
- ***Problems***
 - Short answer examples in study guide
 - **Actual questions more comprehensive**
 - Lack of advanced knowledge
 - **Separate sections independent**

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Conclusions

- ***Study group successful***
 - Met objectives
 - Should limit to 6-8 participants
- ***Workplace sponsorship important***
 - Educational support
- ***Arms-length facilitation needed***
 - Independent outlook
 - Teaching/facilitation experience
 - Previous practical testing experience

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